DATA PROCESSING DIGEST, INC.

Data Processing Digest

3848 FREDONIA DRIVE, • LOS ANGELES, CALIFORNIA • 90068

PUBLISHED EACH MONTH SINCE 1955

VOLUME 38, 1992

1992 ANNUAL SUPPLEMENT

INDEX AND REFERENCE LIST

Title Index 1
Author Index 5
Subject Index 7
References 10

INDEX

This is the annual index for DATA PROCESSING DIGEST for the year 1992, Vol. 38, Nos. 1-12. The index is divided into three sections: the list of titles as they appeared in the Digest, a list of authors, and a subject index. All articles have at least one subject citation. Italicized titles are books, periodicals or reports. The numbers following the entries indicate issue and pages in which the item is found. The number preceding the hyphen is the issue; the numbers following the hyphen are the pages.

TITLE

The ABCs Of SPE: Software Performance Engineering, 1-6
Achieving Electronic Privacy, 10-16
Advances In Interactive Digital Multimedia Systems, 1-18
All In I.T. Together, 11-5
Application Development Center, 5-25
Application Development Workbenches, 2-13
Application Tuning Strategy, 1-7
Applying Object-Oriented Programming To Real-World Application Development, 3-12
Appropriate Manufacturing Technology: A Strategic Approach, 2-25
Asset Management, 10-12
ATHENA: A Software Measurement and Metrics Environment, 8-7
Audit and Control Implications Of the OSI Seven-Layer Model In an EDI Environment, 1-15
Audit and Control Issue Of Image Processing, 6-23
Authentication For Distributed Systems, 4-17
Automating System Availability, 1-7
Avoid Buyer Remorse, 3-15

Back To Basics: Developing a Good Requirements Document, 12-16
Big Bad Bar Code, 7-24
The Big Picture, 2-23
Biometrics Futures, 7-22
Birth Of a Salesman, 8-1
A Blueprint For Change, 2-10
Borland's Bridge To OOP, 3-22
Bridging the CASE/OOP Gap, 5-16
Bringing Expert Systems To the Desktop, 6-12
Build Me a System, 4-7
Building a Better UNIX Freeway, 3-8
Building Bridges Over Intelligent Rivers, 11-12
Bulletproof Your Software Contracts, 2-2
Business Reengineering Versus Software Reengineering: Which One?, 12-3
Buying Software That Fits, 9-9

Can Office Vision Take Off With Notes?, 5-18
Can the OMG Unite Your Enterprise?, 6-6
Can Outsourcing Deliver an Improvement In Data Processing?, 11-7
A Case Against DOS-Based PCs In Control, 6-20
The Case For Smart Cards, 5-12
CASE: Hype, Hope, and Reality, 4-1
CASE Implementation: Accounting For the Human Element, 3-15
CASE In the '90s, 6-11
CASE User's Bill Of Rights, 4-2
Cash Drain, No Gain, 2-10
A Celebration Of "the Process," 11-4
Choosing Fiber Optics For CIM Networks, 5-6
Client Server Architectures and Security, 12-23
The Compleat Capacity Planner, 7-11
Computer Architecture In the 1990s, 1-18
Computer Fraud—Points Of High Exposure, 7-17
Computer Technology For Manufacturing: The Next Generation, 6-19
Computer/Telephone Integration, 7-26
Computer Viral Risks—How Bad Is the Threat?, 6-17
Computerization and Management: A Study Of Conflict and Change, 3-21

Computing In Molecular Biology: Mapping and Interpreting Biological Information, 2-24
Concerns In Computer Security, 8-18
Concurrent Affairs, 1-16
The Continuous Process Audit System: Knowledge Acquisition and Representation, 12-21
Continuous Process Engineering Explained, 4-23
Control Considerations For Downsizing From Mainframes To LANs and Workstations, 4-18
A Control Matrix Approach To PC Security, 6-15
Controlling Access To IDMS/DB, 1-15
Cooking Up Short-Order Software, 2-14
Copyright Law and Electronic Compilations Of Data, 3-7
Creating a Corporate Virus Plan, 2-17
Cries For Help: Controlling an Entire System: Is "17" the Answer?, 7-11
Critical IT Issues: The Next Ten Years, 10-92
The Crunch Is On For Communications Managers, 4-11
Customer Satisfaction Studies: How To Use the Results, 3-19

Data, Data, Everywhere..., 12-5
Data Patterns Say the Darnedest Things About Your Business, 4-21
The Data Pollution Problem, 12-17
Data Warehouse, 7-2
Database Tuning: A Principled Approach, 10-19
The Death Of Training; The Rebirth Of the Trainer, 4-19
Debating Encryption Standards, 9-14
Defining and Validating Software Requirements, 12-22
Designing Worldwide Systems, 3-7
Desktop Video Conferencing: Technical Advances and Evaluation Issues, 12-26
Developers Race Toward Unlimited Memory, 9-18
Developing Disaster Scenarios, 7-17
Developing the Emergency Preparedness Section Of the Contingency and Disaster Recovery Plan, 11-14
Development In the 1990s, 10-4
The Devil Is In the Details: Everything Important Must be Reviewed, 4-5
Dial For Security, 2-18
Dirty Downsizing, 10-7
Discerning Forest From Trees In Open Systems Endeavors, 11-23
Dispersion Therapy, 12-5
Distributed DBMS, 1-5
Distributed Systems Security, 7-19
Distributed Systems: Tough To Take Root, 12-17
Documents Perform With Imaging, 2-21
Domino's Delivers Networked Pizza To Your Doorstep, 2-20
Downsize the Help Desk, 5-19
Downsizing Delivers, 9-5

Easy Ways To Manage Multiple IS Projects, 2-1
The Economics Of a Strategy For Advanced Information Technology, 11-4
EDI: The Final Draft Of the "European Interchange Agreement," 3-5
EDI II To the Rescue, 8-13
Editorial, 2-11
Editorial On Contents, 1-10
Educating the Luddites: Technology Transfer Is More Than Training, 5-6
Effective In-House Training, 10-18
Electronic Data Interchange: A Total Management Guide, 7-29
Elements Of Successful Project Management, 11-1
The End Is Near! Are You Prepared?, 6-1
End (User) Games, 2-2
Error-Free Software: Know-How and Know-Why Of Program Correctness, 11-26
Estimating: Art, Science, Or Voodoo?, 9-8
Estimating Latent Demand, 8-8
Europe Ho!, 6-18
Evaluating Staff Performance, 7-9
An Evolutionary Path, 2-15
Executive Information Systems, 2-27
Experts: Time To Put It Together, 1-16

A Fair Fight, 11-8
Fax Transmission Made Easy, 4-13
Few Benefits In Dalaying PC Purchases, 1-2
Fibre To the Desk, 5-5
First Steps In Improving UNIX Security, 6-15
Flexible Design: A Summary Of Computing Curricula 1991, 2-16
Form Fitting, 11-11
14 Steps To Winning Client/Server Development, 12-14
Frame Relay Goes Public, 1-13
A Framework For Integrated CASE, 6-11
From Application Development To Software Engineering, 9-11
Fulfilling the Promises Of CAD, 7-26
The Function Of Configuration Management In Ensuring Software Control Integrity, 6-16
Future Considerations, 5-1
The Future Engineering Of Software: A Management Perspective, 1-20
The Games Trainers (Can) Play, 2-17
Generator Of Adaptive Dialogue Systems, 2-5
Get Out There and Innovate!, 8-2
Get Thee To a PC!, 9-10
Get Your CICS On OS/2, 4-15
Getting Down, 10-6
Getting Down To Business, 7-6
Getting the Most From Technical Support, 9-6
Getting Technology You Want and Need, 1-2
Getting To Know U(sers), 3-19
Getting Your Infrastructure Right: Planning For Cooperative Processing, 5-4
Glue and Integration, 1-11
Good Connections, 7-13
Group(ware) Therapy, 10-6
GUI Builders Take On UNIX, 9-16
GUIs Are Not OOUIs, Even With OOPs, 8-7
A Guide To Balancing Per-User Pricing, 6-2

Heeding the Call Of the Market, 6-17
"Hello, Help Desk? HELP!", 1-3
Help Desk Institute, 2-8
Help Desk Staff Search Hurt By Low Pay, 1-4
The Heterogeneous Audience For LAN Training, 10-17
The High Price Of Piracy In Europe, 5-24
Honoring Thy Messenger, Japan-style, 6-3
How Expert Systems Keep You Running, 3-17
How Fibre Is Fumbled, 5-6
How Sonet Is Coming To Customer Premises, 2-20
How To Assess Tools Efficiently and Quantitatively, 7-12
How To Continue Professional Growth, 3-19
How To Get the Better Of the Computer Fraudster, 12-24
How To Prevent Wily Hackers From Plundering Your Phones, 3-4
HP Opens Up Network Management, 5-17

IBM's AS/400 Grows Up, 6-22
ICIS Conference Report: Sustainable Competitive Advantage? "There's No Such Thing," 5-2
Illustrating Computer Documentation: The Art Of Presenting Information Graphically On Paper and Online, 7-29
Image Processing Can Work For You, 6-23
Imaging: It's a Jungle In There, 9-16
Imaging Systems, 2-21
Implementing Advanced Manufacturing Technologies: Rules Of the Road, 11-22
Implementing the IS Architecture, 11-2
The Implementation Of Integrated Information Systems, 6-4
Implementing an Audit Trail, 12-20
Improving Your Serve, 2-7
In, Out Or Both?, 9-5
In Search Of Elegance, 12-22
The Information Engineering Primer Part I: Information Strategy Planning, 4-6
The Information Integrator, 11-7
Information Warehousing, 4-7
Integrated Fax Capabilities Grow, 5-19
Integrated Performance Support, 4-18

Integration For Sale, 7-8
Internal Controls For Financial EDI, 4-9
Introduction To Computer Security, 7-15
IS At Your Service, 3-18
IS IBM Making the Grade?, 3-22
Is Dinner Now Served?, 1-13
Is Your Code Done Yet?, 5-24
Is Your Image Processing Strategy In Focus?, 8-20
Issues In Client-Server Development, 11-6
IT Effectiveness—What Does Management Need To Know?, 11-15
It's C.Y.A. Time, 6-2

The Joy Of X Terminals, 9-7
Justify the Cost Of Your Database Application, 3-13
Justifying the Implementation Of Capacity Planning, 3-17
Keeping Projects On Track, 8-8
Keeping Your Info Honest, 12-7
Know Your Leasing Rights, Obligations, 2-4

LAN-capable Printers, 6-22
LAN Management, 3-9
LANs: Managing the Unmanageable, 8-12
The Latest In Frame Relay, 10-14
Layoffs: The Aftermath, 8-2
Leasing Smart, 2-3
Legal Issues Arising From Adapting Software To a Foreign Language, 3-4
Lessons From Hell, 8-19
Life In the Slow Lane, 4-22
Limits To Distributed Computing, 1-5
Lines Of Defense, 2-8
The Little System 7 Book, 1-22

The Macintosh Font Book, 1-22
Magnetic Tape—The Recipe For Success/Disaster, 11-19
Mainframe High Productivity Tools Of the '90s, 2-26
The Mainframe Performance Debate, 4-8
Make Room for DASD, 8-14
Make Way For Modular PCs, 1-15
Making Capacity Management Work, 6-14
Making NetView Work With UNIX, 2-19
Manage a Bloodless Conversion, 2-8
Managing Information Technology In the Nineties, 2-12
Managing the Multiplatform Environment: A Strategic Approach, 1-1
Managing SNMP LANs, 1-14
Managing Storage Across the Enterprise, 8-15
Managing X Terminal Memory Woes, 8-16
Manufacturing Profit From "QUICK Response" To Retailing Needs, 8-21
Many Happy Returns, 8-3
The Many Strands Of System Management, 4-12
Marshalling the Fax, 11-17
The Masterful RFP: Succeed With It—Or Die Without It, 12-8
Maturity Models and You: A Process Overview, 1-9
Meeting Tomorrow's Business Demands Through Strategic Information Systems Planning, 7-5
Mirror Image, 4-9
MIS Tallies ESCON Costs, 5-21
Mixing the Message, 4-14
The More Things Change, 7-10
Multiple Levels Are Key To Security, 7-22
Muscle-Stressed To IS: Get Involved!, 11-2
The Myths Of Strategic Systems, 7-5

A National Network That Isn't, 5-3
Negotiating To Win, 5-13
Negotiating With Outsources: A "How-To" Guide, 5-14
Network Capacity Planning, 4-13
Network Virus Protection, 7-21
Networking On the Fast Track, 1-12
Networks As Debugging and Testing Aids, 2-6
The New Centralization, 7-7
The New Role For "Executive" Information Systems, 3-20
Next Time You're Buying, Try the RFI Process, 8-13
Nine Management Guidelines For Better Cost Estimating, 3-18
1992 Database Buyers Guide, 8-17
No Gain Without Pain?, 8-7
No Train, No Gain, 11-21
Notebook Computers, 8-16

Object Allure, 6-10
Object-Oriented Software Design, 7-14
One-Stop Shopping, 3-8
Oracle's DBMS Engine For NetWare, 6-21
OS/2: Quirks &Fixes, 10-13
Outsourcing Analysis and Justification Using AHP, 11-8

Paperless Trade: Is It "Legally Secure?", 3-6
The Pen Is Mightier Than the Mouse, 2-22
Pick the Right Database Management System Fromthe Start!, 3-14
Picking Up the Pace, 1-8
The Pilot Process, 12-18
Plans and Policies For Client/Server Technology, 6-7
Plugged In, 7-23
The Plunge Into Object Technology, 12-11
Policies & Procedures For Data Security: A Complete Manual For Computer Systems and Networks, 4-18
The Power Of Positive, 12-4
Privacy In the Telecommunications Age, 3-3
The Problem of User Interface in Geometric Modeling, 3-16
Process Modeling, 7-3
Production Software That Works, 7-30
Productivity Sand Traps & Tar Pits How To Detect and Avoid Them, 7-30
Protect Your Data!, 7-18
Protocol Design: Redefining the State of the Art, 3-9
Put To the Test, 10-10
Putting Estimates On Track, 10-5
Putting a New Face On APL2, 3-22

Quality By Increments: Small Steps With Big Payoffs, 4-5
Quality, Culture, and Education In Software Engineering, 11-21
Quality Software Is Worth the Strain, 2-15
Quality Software Management Volume 1: Systems Thinking, 7-28
A Quick RAID Rundown, 8-15
The Quiet Revolution: Rule-Base Programming, 9-12

The Race For Client/Server CASE, 5-15
RAD Results, 12-13
RAID To the Rescue, 6-8
Ready, Willing and Able?, 2-4
The Real Stuff, 7-1
Redefining Data Sharing, 5-9
Reducing the Risk With Authorized Training Vendors, 4-20
Reengineering Opportunities, 5-23
Relational Technology In the 90s, 4-20
Relational vs. Object-Oriented, 2-13
Repetitive Motion Injury and Cumulative Trauma Disorder: Can the Impending Wave Of Product Liability Litigation Be Averted?, 12-9
Requirements For a Repository Information Model, 6-8
Resource Life Cycle Analysis, 12-15
Restating the Foundation Of Information Security, 3-1
Rethink Your Business Before Redesigning Your Systems, 10-4
Return Of the Killer Application?, 5-21
Return of Teamwork, 3-10
Reuse: When Should I Do What?, 10-10
Revitalizing Executive Information Systems, 10-5
The RightPages Image-Based Electronic Library For Alerting and Browsing, 11-20
The Road To I-CASE and AD/Cycle, 1-10
Routers, 7-25
RS-232 Made Easy, 7-31

Safe Deposit For Enterprise Data, 5-16
Scheme For Success, 7-14
School's Never Out, 8-9
Security Aspects Of Wireless Local Area Networks, 11-16
Security That's Certifiably Good, 10-15
Seeing Data In New Ways, 8-17
The SEI Capability Maturity Model for Software, 8-4
Selecting Storage Options For Your AIX Systems, 1-9
The Self-Tuning System: A Dream Deferred?, 1-7

The Service Quality Audit: A Diagnostic Tool For Improvement, 10-11
Serving Many Masters, 5-14
Sitewide Nets, the Smart Way, 2-19
Six Steps To Developing an Imaging Strategy That Reflects Your Corporate Strategy, 5-22
The 16 Commandments Of Systems Acceptance Power Testing: A First Hand Account, 10-8
Smart Document Retrieval, 4-15
Smart Users Make Smart Managers, 8-12
Sneakernet: Getting a Grip On the Security Problems In the World's Largest Network, 7-20
The Social Security Number As a Possible First Indication Of Fraud, 11-13
Soft Watch, 8-18
Soften Up!, 12-2
Software Pricing; Is It Time For a Change?, 4-16
Software Quality Assurance Survey, 5-7
Software SQC, 5-8
Software Suites' Ups, Downs, 5-18
Solving the International Network Blues, 1-13
Some Object-Oriented Realities, 3-12
Specifications, Acceptance Testing, Acceptance Procedures and Risk Allocation In Agreements For Complex Systems, 3-6
Strategic Systems Put IS In Starring Role, 2-2
Successful CIM Projects: From Business Strategy To CIM Strategy, 1-17
Successful Deployment Strategies, 3-23
Supporting Players, 12-7
Sync Or Swim, 7-8
Systems Application Architecture: Common User Access, 5-26
Systems Delivery: Evolving New Strategies, 11-9
Systems Management Beyond the Glass House, 5-20

A Tale Of Two Intelligence Systems: Warnings and Opportunities For the CIO, 12-1
Teamwork Tools, 1-4
Technology Talent Scouts, 1-3
Technology To Combat the Card Thief and Fraudster, 5-12
Terabytes Of Data—How To Get At Them?, 10-11
Testing Specifications and Designs, 7-12
There Art No CASE Tools, 11-13
Tips On Reengineering Redundant Software, 6-14
Together At Last, 2-9
Total Quality Management For Information Services, 9-13
Touchdown!, 8-3
TQM vs. the SEI Capability Maturity Model, 8-5
Tracking the Data Center's Weak Link, 9-13
Training the Client/Server Team, 3-14
Transacting Lessons, 11-18
Trends Toward Integrating IS Technology, 6-3
Troubleshooting Remote LANs, 5-17
Tutorial: Object-Oriented Computing: Volume 1: Concepts; Volume 2: Implementations, 5-25
20 Ways To Waste an EIS Investment, 2-12

Understanding Concurrent Audit Techniques, 9-14
Understanding Data Communications, 11-25
Understanding the IBM/Apple/Motorola Agreements, 1-15
Understanding the Information Security Administration Function, 3-2
Understanding Local Area Network Security, 8-9
Uniting IBM/DEC Net Management, 10-13
Usability, 4-13
The Usability Engineering Life Cycle, 6-12
User Error Control: An Important Role For the Information Systems Auditor On the Systems Development Team, 5-11
User Groups To the Rescue!, 2-9
User-Interface Developments For the Nineties, 1-19
The Users' New Clothes, 8-4
Using the Application Change Control Audit As a Management Control, 11-16
Using an Expert System To Peel the Computer Virus Onion, 10-16
Using Users As Testers, 2-5

Viewpoint, 8-19
ViewStar From ViewStar Corporation, 2-20
Virtual Reality's Commercial Reality, 6-24
VSAM: A Comprehensive Guide, 1-22
VSAM: Tuning and Advanced Topics, 1-22

The Walk-and-Wear Office, 6-25
Waves Of Change, 9-1
Well-Handled Repository Conversions, 1-11
What CIOs Need To Do Now, 9-4
What Do System Administrators Really Do?, 2-7
What Do Users Really Think About CASE?, 4-3
What You Get Out Of a Master Test Plan, 2-6
What's Ahead For PC/FAX, 9-17
What's Holding Back Distributed Computing?, 6-5
What's In a Password?, 5-10
When Non-IS Managers Take Control, 9-3
When Superservers Are the Best Bet, 5-19
When You Can't Wait For Batch, 11-25
Whipping Worn-Out Code Into New Shape, 10-9
Who's On First: A Guide To Building an Internetwork Administration Team, 6-19
Who's Using Your LAN?, 8-11
Whose Responsibility Is IT Management?, 10-3
Why Development Projects Fail, 12-18
Why Have Decentralized Information Security Coordinators?, 10-15
Why PC Development Stinks, 12-19
Window Of Opportunity, 1-21
Windows For the Mainframe?, 9-18
Windows In 21 Volumes, 5-24
Wireless Works, Within Limits, 4-10
Working In the Dark: A Look At Lights-Out Operational Controls, 5-11
A World Of Difference, 7-2
Write With Light, 4-16
The Wrong Goodbye, 11-9

X.400 Postage Due, 4-11
The X-Team: An Innovative Team Structure For Systems Development, 3-11
X Terminal Prices Plunge, 3-21

"Zero-Defects" Software: The Total Quality Management Approach To Software Engineering, 8-6
Zero! Zip! Zilch!, 4-3

AUTHOR

Abramson, Ronald, 2-2
Adams, Gerald, 8-7
Agnew, Palmer W., 7-23
Ahmad, Iftikhar, 7-30
Alley, Harry, 11-7
Alsup, Mike, 2-21
Alter, Allan E., 1-16
Appleton, Elaine L., 1-13, 3-17, 4-15
Arnsdorf, David, 7-26
Artsy, Yeshayahu, 6-8
Auditore, Stephen, 9-7
Austin, Derek, 5-12

Baber, Robert L., 11-26
Baer, Ron, 2-25
Baer, Tony, 1-16
Bailey, Peter, 1-6
Banks, Simon, 5-11
Baranov, Aleksandr Petrovich, 2-5
Barkow, Chuck, 11-8
Barnes, Bruce H., 2-16
Barton, Richard, 5-6
Basili, Victor R., 1-20
Beatty, Carol A., 11-22
Beaty, K.A., 3-22
Beckhardt, Arnold R., 5-8
Behuniak, John A., 7-30
Benham, Pam, 2-20
Benjamin, Robert I., 10-1
Bennett, John C., 6-23
Berkowitz, Charles F., 8-13
Bernstein, Barbara, 7-6, 8-7
Berry, Michael F., 1-1
Bertrand, André, 3-4, 5
Betts, Mitch, 2-4, 8-2, 11-2
Bevilacqua, Richard J., 7-3
Bloom, Eric P., 10-6
Bloor, Robin, 4-7, 12-18
Blunt, Jon, 10-1
Bonar, Jeffrey, 3-12
Booth, Anthony, 6-4
Boynton, Andrew C., 10-3
Bozman, Jean S., 2-4
Bragen, Michael A., 11-11
Brizdle, Barbara, 10-11
Brown, Ross, 3-7, 5-14, 6-10, 7-9, 8-9, 11-25
Bruce, Frances M., 11-7
Burkan, Wayne C., 2-27
Burns, Nina, 4-11
Butler, Janet, 8-4
Butterline, Mark A., 9-10

Caldwell, James C., 4-18
Campagno, Budd, 8-21
Carback, Ron, 6-19
Cash, Charles H., 11-1
Chapel, Hal, 10-4
Chapman, Kathleen Kavanagh, 5-26
Charette, Robert N., 11-12
Chaum, David, 10-16
Chen, Minder, 6-11
Chesler, Lawrence, 3-6, 12-9
Chevion, Dror, 4-7
Christodoulakis, D., 8-7
Clark, Alan, 1-13
Clemons, John W., 1-17
Cocke, John, 1-18
Cole, Barbara, 9-5
Constantine, Larry L., 4-5
Cook, Gordon, 5-3
Cook, Rick, 9-17
Corbitt, G.F., 3-15
Courtright, Ann, 7-30
Crockett, Fess, 10-5
Crone, Richard K., 5-14
Cugini, Umberto, 3-16
Cunningham, Don, 11-16

Daly, James, 2-14, 10-15
David, Bernard J., 1-2
Davidson, Robert P., 2-20
Davies, Graham, 3-11, 6-17
Davis, Dwight B., 4-15, 5-16, 9-18
Davis, Russell, 10-16
Dawson, Mike, 5-13, 8-12
Dern, Daniel P., 5-17, 8-11
Dickey, Kenneth, 7-14
Domingo, Michael, 9-5
Doty, Edwin A. Jr., 4-9
Dougherty, Elizabeth, 4-9
Duncan, Mark, 11-4

Edelstein, Herb, 1-5, 2-13
Ednay, Richard, 5-6
Eldred, Ann E., 9-8
Elkins, Tony, 4-6
Emmelhainz, Margaret A., 7-29
Emmett, Arielle, 10-12
Ernst, Martin L., 5-21
Essinger, James, 12-24

Fenton, Erfert, 1-22
Finkelstein, Clive, 2-9
Firesmith, Donald, 12-11
Fisher, Jeff, 12-22
Flaig, L. Scott, 9-2
Fleischer, Mitchell, 7-26
Fordonski, Jennifer, 9-4
Forest, David, 8-17
Forte, Gene, 6-11
Fosdick, Howard, 3-22
Fox, David, 11-20
Fox, Edward A., 1-18
Fox, Robert, 11-1
Francis, Bob, 1-15, 3-21, 5-19, 9-16
Freedman, Daniel, 4-5
Fried, Louis, 2-10
Friedman, Ted, 12-20
Fuld, Leonard M., 12-1
Fund, Glenn, 5-19

Gadre, Anil, 6-19
Gage, William, 10-18
Gale, Stephen, 12-26
Galladin, Hans, 1-10
Gardiner, Veronica, 7-5
Gates, James, 5-10
Gerasimov, Nikolai Aleksandrovich, 2-5
Gibbs, Jeff, 1-15
Gifford, Robert, 11-2
Gipson, Dale, 12-22
Girard, John E., 7-10
Glass, Robert L., 1-9, 5-2, 9-12, 10-10
Glover, Harry, 2-12
Goldberg, Cheryl, 8-16
Goodwin, Bill, 6-1
Grant, Robert M., 2-25
Gremillion, Lee L., 1-11
Gupta, Uma G., 3-23

Hadley, Laura, 7-2
Hahn, Harley, 1-15
Hahn, Mark, 5-9
Halper, Fern, 12-21
Hanley, Ken, 8-8
Harler, Curt, 3-4
Harp, Candice G., 12-2
Haylen, Kathryn, 9-4
Hearn, Steve, 4-3
Held, Gilbert, 11-25
Helms, Susan, 5-11
Hendry, Mike, 5-12
Higgins, Leta Fee, 3-2
Hiller, James, 7-20
Hines, Danny R., 4-9
Hobus, James J., 5-25
Hoelscher, Brad, 8-9
Hofman, J. Debra, 11-9
Hollowell, Tom, 2-20
Holzmann, Gerald J., 3-9
Hopper, Andy, 6-25
Horton, William, 7-29
Huntington-Lee, Jill, 10-14
Hutchinson, Syd, 1-15

Inglesby, Tom, 11-23
Inmon, William H., 4-21
Irwin, Stephen T., 2-18
Isaacson, Portia, 2-23

Jaccoud, George E., 12-22
Jacobs, Gerry C., 10-3
Jagadisk, H.V., 11-20
Janusaitis, Bob, 3-9
Jensen, J.R., 3-22
Job, Mark, 12-13

Kalman, David M., 4-14
Kaniklidis, Constantine, 1-22
Kellerman, Anne S., 7-23
Kelly, Gigi G., 12-2
Kerr, Susan, 2-19, 4-10
Kiely, Thomas, 1-3, 8-4, 11-9, 12-7
King, Julia, 1-3, 4; 4-22; 6-2; 8-19; 12-17
Kirkland, Tony, 4-13
Kitch, Pete, 7-1
Kliem, Ralph L., 12-16
Knight, Bob, 12-17
Koch, Karl Wm., 4-19
Kolstad, Rob, 2-7
Korpi, Nancy, 1-13
Koulopoulos, Tom, 1-2
Krishnan, R., 2-25
Kuong, Javier F., 7-17

Lam, Simon S., 4-17
Lander, Eric S., 2-24
Landry, Pat, 3-19
Lansman, Gary, 3-15
LaPlante, Alice, 2-8; 6-18, 22; 10-6, 10; 11-18
Lathrop, David L., 11-16
Leben, Joe, 5-26
LeBleu, Dr. Ronald E., 1-8
Lechner, Mikel, 6-15
Lecht, Charles P., 5-1
Lederer, Albert L., 3-18, 7-5, 10-5
Lewis, Mike, 5-24
Liczbanski, Michael, 3-14, 7-18
Liker, Jeffrey K., 7-26
Lindquist, Christopher, 8-3
Litsikas, Mary, 2-4, 4-16, 5-19
Litwin, Fred, 7-21
Livingston, Dennis, 8-16
Llana, Andres, 4-13
Long, Gerald, 11-5
Lorin, Harold, 1-5
Loveman, Gary, 2-10
Lukaskiy, Aleksandr Mikhailovich, 2-5
Lurie, Barrie, 8-20
Lyons, Daniel, 9-5

Maglitta, Joseph, 4-23, 6-18, 7-7
Marcus, Aaron, 1-19
Margolis, Nell, 9-16
Maritsas, D., 8-7
Martin, Jack, 12-7
Martin, James, 5-26
Mastro, Vincent, 6-8
Mattevi, Gary A., 1-7
Mayer, John H., 5-24
Maxwell, Kimberly, 4-11
McCabe, Thomas J., 6-14
McConnell, Vicki C., 4-19
McCusker, Iain C., 11-15
McCusker, Tom, 5-17, 8-13, 10-13
McKeen, J.D., 3-21
McLeish, David, 6-8
McNamara, Thomas J., 5-22
McReady, Scott, 2-21
Mehler, Mark, 7-7
Melymuka, Kathleen, 1-4, 8-14
Menkus, Belden, 3-19, 6-16, 7-15, 8-18
Mercy, John, 3-17
Meyer, N. Dean, 2-2
Michaels, Wanda I., 12-15
Mills, Harlan D., 5-8
Moad, Jeff, 3-8; 4-8; 5-21; 6-6, 22; 9-18
Morris, Arlene M., 6-3
Morris, Jerry, 5-6
Mosley, Vicky, 7-12
Mueller, Robert S. III, 8-19
Muller, Nathan J., 2-20
Murray, John, 12-18
Musa, John D., 1-20

Napolitano, Catharine M., 5-22
Nash, Kim S., 10-9
Nash, Toni, 1-10
Nelms, C.A., 6-15
Nelson, Kay Yarborough, 1-22
Newquist, Harvey P., 6-24
Nielsen, Jakob, 6-12
Norman, Ronald J., 6-11
Norman, R.J., 3-15

O'Brien, David, 2-2
O'Farrell, Geoff, 12-14
O'Gorman, Lawrence, 11-20
O'Hara, Margaret T., 12-2
O'Harra, Steven L., 6-8
O'Leary, Meghan, 7-8, 8-1, 9-1, 11-21
Osborne, Len, 11-19
Osterfelt, Susan, 4-21

Parker, Donn B., 3-1
Parmer, Rashik, 4-13
Pascal, Fabian, 10-13
Pastore, Richard, 1-12, 8-3, 12-4
Peltier, Thomas R., 4-18
Perschke, Susan, 3-14
Peterson, Gerald E., 5-25
Petrosky, Mary, 4-12
Pinella, Paul, 5-15
Pirani, Judith A., 11-17
Pitman, Ben, 9-13
Porter, John, 9-9
Powers, Jack, 4-16
Prasad, Jayesh, 3-18, 10-5
Preston, Charles, 2-17
Price-Jones, Neil, 7-12
Procter, Rob, 7-14
Pruitt, James, 1-14
Puckett, Bob, 9-4
Pullen, David, 12-23
Putrus, Robert S., 11-8

Rabin, Steve, 5-23
Radding, Alan, 5-18, 9-3, 10-7
Rainer, Rex Kelly, Jr., 2-12
Reid, Warren S., 10-8, 12-8
Rendell, Simon, 3-6
Ricciuti, Mike, 2-1, 10-11
Riley, W.D., 3-8, 8-12
Rizer, Daniel W., 12-3
Robbins, Renee M., 2-9
Robertson, Bernard, 12-23
Robidoux, Barbara, 1-9
Rockart, John F., 11-9
Rollins, Timothy, 11-13
Rosenboom, Gary, 11-7
Ross, Ronald G., 12-15
Rozek,Victor, 2-8
Rout, Terence P., 11-21
Rubin, David, 5-4
Rubin, X. Kim, 6-20
Ryan, Hugh W., 11-6
Sachais, Michael D., 1-22
Samuelson, Pamela, 3-7
Sannerud, Barbara E., 7-13
Santosus, Megan, 12-5
Saunders, Kimberly, 3-13
Sayles, Jonathan, 2-13, 4-20
Schaper, Louise Levy, 11-20
Schlack, Mark, 6-21
Schofield, Joseph R. Jr., 4-2
Schwartz, A. Perry, 11-4
Selig, Franz F., 2-12
Senn, James A., 7-5
Seybold, Patricia, 3-10
Seyer, Martin D., 7-31
Seyfert, Judith, 8-9
Shami, Abraham B., 2-25
Sharp, Kevin R., 7-24
Shasha, Dennis E., 10-19
Sheridan, Cynthia, 12-12
Sheridan, Shawn, 2-15
Sherman, Robin L., 7-19, 22
Shipley, Buddy, 7-25
Shults, Mitch, 2-21
Silver, Bill, 8-5
Slater, Derek, 3-18
Smith, H.A., 3-21
Snell, Ned, 1-7; 2-3; 6-2, 5
Snively, John, 12-21
Sobkowiak, Roger T., 1-8
Sorkin, Horton Lee, 1-15
Sriram, Ram S., 9-14
Stevens, Larry, 4-20, 10-17
Stone, Harold S., 1-18
Story, Guy A., 11-20
Sumners, Glenn E., 9-14
Sylvester, James, 3-3

Taber, Mark, 5-18, 20; 8-15; 9-13
Taragin, Adina T., 12-22
Tasker, Dan, 3-12
Taylor, Bryan, 6-23
Taylor, Steven, 1-13
Thé, Lee, 3-22, 5-16
Thiagarajan, Sivasailam, 2-17
Thomsett, Rob, 3-11
Thornshill, Daniel E., 7-3
Tibbetts, John, 7-6, 8-7
Tsalidis, C., 8-7
Tucker, Allen B., 2-16
Tumanic, Robert E., 8-6
Tunstall, Jean, 2-7
Turpin, Bill, 6-12
Turpin, R.A., 2-6

Ulrich, Charles R., 12-5
Vacca, John R., 4-1, 10-4
van Dam, Andreies, 1-19
Vanvick, Dennis, 3-19
Varsegi, Alex, 2-26
Vasarhelyi, Miklos, 12-21
Vaskevitch, David, 12-19
Vereen, Lindsey, 1-21

Walsh, Mike, 7-30
Watson, Hugh J., 2-12, 12-2
Webber, George E., 7-22
Weeks, Kevin, 5-24
Weinberg, Gerald M., 7-28
Wesley-James, Charlie, 2-5
Wexler, Joanie M., 6-3, 8-2

Wild, Candee, 7-8
Wilkinson, Clive, 11-19
Williamson, Eldonna S., 6-14
Wilson, Jill, 4-13
Winslow, Charles D., 4-18
Wolinsky, Carol, 3-3
Woo, Thomas Y.C., 4-17
Wood, Charles Cresson, 10-15

Yellen, Richard E., 4-3
Yourdon, Ed, 1-10, 2-22
Yuval, Asher, 4-7

Zadrozny, Mary A., 8-6
Zajac, Bernard P. Jr., 6-17
Zmud, Robert W., 10-3
Zurek, Bob, 3-14, 9-6
Zvegintzov, Nicholas, 1-11, 2-6, 7-11

SUBJECT

acceptance testing, 10-8
acceptance testing agreements, 3-6
advanced manufacturing technologies (AMT), 11-22
AIX Service Point, 2-19
AIX system design, 1-9
APL2, 3-22
Apple Computers, System 7, 1-22
application development center, 5-25
application development on PCs, 9-10
application development workbenches, 2-13
application tuning, 1-7
AS/400, 6-22
asset management software, 10-12
ATHENA measurement tool, 8-7
audit and control of EDI, 1-15
audit trail design for RDBMS, 12-20
auditing computer systems, 9-14
auditing IT value, 11-15
auditing systems, 12-21
auditor/system development team, 5-11
automated operation control, 5-11
automated self-tuning mainframes, 1-7
automated system availability, 1-7
authorized training vendors, 4-20

bar code technology, 7-24
BETA91, 5-11
biometric identity, 7-22
business applications on PCs, 12-19
business control of IS projects, 9-3
business process redesign, 2-10
business process reengineering, 7-1, 3
business reengineering, 10-4
business and software reengineering, 12-3

C++, 3-22
Capability Maturity Model (CMM), 2-15, 8-4
capacity management, 2-7, 3-17, 6-14, 8-8
capacity planning, 4-13
capacity planning skills, 7-11
CASE, 3-15
CASE for client/server systems, 5-15
CASE in the 90s, 6-11
CASE/OOP, 5-16
CASE repositories, 5-16
CASE survey, 4-3
CASE tool selection, 3-15
CASE tools, 1-10
CASE tools conversion, 1-11
CASE tools evaluation, 7-12
CASE tools potential, 4-1
CASE User Conference, 4-2
centralization—again, 7-7
change control audit, 11-16
CICS on OS/2, 4-15
CIM networks, 5-6
CIM open systems, 11-23
CIM success, 1-17
CIO/business approach, 9-1
CIO strategy, 9-4
Cleanroom Software Engineering, 5-8
client/server CASE, 5-15
client-server computing, 4-14, 10-4
client-server development, 11-6, 12-14
client/server project management, 9-3
client/server security, 12-23
client/server security product, 5-20
client/server systems, 7-10, 12-5
client/server technical support, 9-6
client/server technology, 6-7, 10-4
client/server training, 3-14
code, 5-24
Common User Access (CUA), 5-26
computer aided design (CAD), 3-16, 7-26
computer-aided software engineering, 3-15, 6-11
computer architecture, 1-18
computer crime, 8-19
computer graphics, 7-29
computer-integrated fax, 5-19
computer-integrated manufacturing (CIM), 1-17
computer interface standards, 7-31
computer security, 8-18
computer security in U.S. Dept. of Justice, 8-19
computer software, 2-26
computer software development, 5-25, 7-30
computer software reliability, 11-26
computer storage, 1-9
computer system liability, 6-2
computer systems auditing, 9-14
computer/telephone integration, 7-26
computer viruses, 2-17
computing curricula guidelines, 2-16
concept retrieval, 4-15
concurrent audit techniques, 9-14
concurrent engineering, 1-16
concurrent pricing of software, 4-16
configuration management, 6-16
contingency planning, 11-14
contingency planning and recovery, 7-17
continuous process audit, 12-21
continuous process engineering, 4-23
contract negotiation, 5-13
controls for financial EDI, 4-9
conversion management, 2-8
cooperative processing, 5-4
copyright law, 3-7
corporate change, 9-1
cost estimating guidelines, 3-18
cost-justification, 1-2
credit card fraud, 5-12
cumulative trauma disorder, 12-9
customer service, 3-18

DASD (direct access storage devices), 8-14
data backup, 8-15
data base management, 10-19
data broadcasting, 5-12
data center monitors, 9-13
data compilations copyrights, 3-7
data control, 5-9
data integrity, 12-7
data pollution, 12-17
data protection, 7-18
data security, 5-9
data security manual, 4-18
data storage, 8-14
data storage management, 8-15
data transmission systems, 11-25
data warehouse, 4-21, 7-2
database application costs, 3-13
database management, 4-7
database management products, 3-14
database operation, 6-8
DBMS buyers guide, 8-17
DBMS selection, 3-14
debugging with networks, 2-6
decentralized security coordinators, 10-15
decision support system, 7-2
development project failure, 12-18
DIAGEN maintenance tool, 2-5
dial-up security, 2-18
digital multimedia systems, 1-18
disability law, 2-4
disaster planning, 8-19
disaster recovery, 11-14
disaster scenarios, 7-17
distributed computing, 12-5
distributed computing problems, 1-5
distributed computing systems, 6-5
distributed databases, 12-5, 7
distributed DBMS, 1-5
distributed function architecture, 7-6
distributed LAN analyzers, 5-17
distributed RDBMS, 10-11
distributed systems, 4-17
distributed systems development, 12-17
distributed systems security, 7-19
distribution software, 2-20
document management, 2-21
document management system, 2-20
document retrieval, 4-15
Domino's Techworks, 2-20
downsized data accuracy, 12-17
downsizing, 9-5; 10-6; 12-4, 5

downsizing problems, 10-7
downsizing IS operations, 8-2

EDI in European Community, 3-5
EDI internal control, 4-9
EDI security, 1-15, 3-6
EDI II, 8-13
education in software engineering, 11-21
EISs with soft information, 12-2
electronic data integration, 11-5
electronic data interchange (EDI), 7-29, 8-13
electronic libraries, 11-20
electronic mail, 4-11
emergency preparation, 11-14
employee performance review, 7-9
employment of disabled, 2-4
encryption standards, 9-14
end user control, 2-2
enterprise resource planning, 1-16
ergonomics, 11-2
ESCON costs, 5-21
estimating, 9-8, 10-5
European Interchange Agreement, 3-5
European networks, 6-18
executive information system (EIS), 2-12, 27; 3-20; 10-5
expert systems, 3-23, 6-12

facsimile, 5-19
fast-packet technology, 1-12
Fax and PC software, 9-17
FAX servers, 11-17
FAX transmission, 4-13
fiber-optic networks, 2-20; 5-6, 21
fiber optics CIM networks, 5-6
fiber-to-desk costs, 5-5
forms automation, 11-11
4GLs, 8-7
frame relay, 10-14
frame-relay networking, 1-13
fraud exposure, 7-17
fraud investigation, 12-24
future computing abilities, 5-1

gateways, 10-13
geographic information systems (GIS), 8-17
global network, 1-13
"glue" for software, 1-11
Graphical User Interface (GUI), 8-7
graphical user interface (GUI) builders, 9-16
groupware, 1-4, 10-6
GUIDE directory, 11-13

help desk products, 5-19
help desks, 1-3, 4; 2-8

IBM/Apple/Motorola agreements, 1-15
IBM AS/400, 5-14
IBM product evaluation, 3-22
IBM Systems Application Architecture (SAA), 5-26
IDMS/DB security, 1-15
image processing, 6-23, 8-20
image processing technology, 5-22
imaging, 2-21, 4-9, 9-16
imaging systems, 6-23
in-house LAN maintenance, 9-5
in-house training, 10-18
industrial PCs, 6-20
Information Economics, 8-3
information engineering, 2-9
information management tools, 5-21
information planning strategy, 12-15
information resources management, 6-8
information security, 3-1
information security administration, 3-2
information strategy planning, 4-6
information systems, 7-5
information systems justification process, 8-3
information systems technology, 6-3
information technology, 10-1, 3; 11-7
information technology in manufacturing, 4-22
information technology management, 2-12
information technology productivity, 2-10
innovative IS, 8-2
integrated distributed systems, 12-5, 7
integrated fax, 5-19
integrated information systems, 6-4
Integrated Performance Support Systems (IPSS), 4-18
integrating software, 7-13
integration contracts, 7-8
intelligence systems, 12-1
International Information Systems Security Certification Consortium, Inc., 10-15
international network installations, 3-7
international networks, 1-13
interoperability, 6-6
investigating fraud, 12-24
IS architecture, 11-2
IS as outsourcer, 11-8
IS business strategy, 7-8
IS coaches, 8-3
IS control of distributed systems, 2-2
IS innovation, 8-2
IS liability, 6-2
IS management, 6-3
IS services, 8-1
IS/user (customer) partnership, 8-4
ISDN (Integrated Services Digital Network), 1-13
IT effectiveness, 11-15

Japanese IS management, 6-3
justifying new technology, 1-2

knowledge-based systems, 3-23

LAN-attached printers, 6-22
LAN-based PCs, 3-8
LAN facility servers, 5-19
LAN/FAX systems, 11-17
LAN maintenance, 9-5
LAN management, 3-9, 4-12, 8-12
LAN networks, 7-25
LAN security, 8-9, 11
LAN training, 10-17
LAN trouble-shooting products, 5-17
LAN/workstation controls, 4-18
LANs, 1-13, 4-10, 6-19, 10-14
laptops in business use, 7-23
lateral engineering, 1-11
layoffs, 8-2
leasing, 2-3
leasing rights, 2-4
legal issues on software, 3-4
libraries, 11-20
lights-out operational controls, 5-11
local area networks (LANs), 1-14, 4-12, 6-19

Macintosh computers, 1-22
magnetic media security, 7-20
magnetic tape, 11-19
mainframe maintenance, 3-17
mainframe performance, 4-8
maintenance-free software, 2-3
management control, 11-16
management information systems, 2-27
management/IS relationship, 3-21
mandatory access control (MAC), 5-9
manufacturing automation, 1-16, 4-23
manufacturing computer technology, 6-19
manufacturing technology, 1-16, 2-25, 4-22, 11-22
manufacturing/warehouse data bases, 11-25
Master Test Plan, 2-6
maturity models, 1-9
memory extension design, 9-18
menu-driven system maintenance, 2-5
Microsoft WOSA, 9-18
middleware, 7-13
modular PCs, 1-15
molecular biology computers, 2-24
monitoring data centers, 9-13
multi-platform planning, 1-1
multimedia systems, 1-18
muscle-stress complaints, 11-2

national network dilemma, 5-3
negotiating contracts, 5-13
NetView, 2-19, 3-8, 6-21
network coalitions, 12-7
network management, 2-19, 5-17, 10-13
network security, 7-21, 22
network systems, 3-8
network users training, 8-12
networking in Europe, 6-18
networking technology, 1-12
networks, 1-13
NIST encryption standards, 9-14
notebook computers, 8-16

Object Management Group, 6-6
object-oriented (OO), 3-12, 22
object-oriented computing, 5-25
object-oriented programming (OOP), 3-12, 6-10
object oriented software design, 7-14
object-oriented software development, 2-14

Object-Oriented User Interface (OOUI), 8-7
object oriented vs relational, 2-13
object technology, 12-11
off-the-shelf software, 9-9
office automation products, 5-18
office of the future, 6-25
office systems research, 6-25
Olivetti Research Laboratory, 6-25
online transaction processing (OLTP), 11-18
OOP (object oriented programming), 8-7
open systems in CIM, 11-23
OpenView network management, 5-17
optical fiber data transmission, 5-5
optical technologies, 4-16
Oracle's Server For NetWare, 6-21
OS/2 benefits and problems, 4-15
OS/2 2.0, 10-13
outsourcing, 11-7, 9
outsourcing analysis, 11-8
outsourcing and/or in-house, 9-5
outsourcing contracts, 5-14
outsourcing evaluation, 11-8

password protection, 5-10
pattern processing, 4-21
PBX security, 3-4
PC application development, 9-10
PC business applications, 12-19
PC/Fax, 9-17
PC information-sharing, 1-4
PC/LAN applications, 9-5
PC modularity, 1-15
PC productivity, 3-10
PC purchase benefits, 1-2
PC workbench products, 2-13
PCs as industrial computers, 6-20
pen-based computing, 2-22
pen computers, 2-23
performance management with AI, 1-7
performance measurement, 4-8
performance monitor, 5-20
pilot project management method, 12-18
privacy, 10-16
process modeling, 7-3
productivity in U.S., 2-10
professional growth, 3-19
programmer productivity, 12-22
programming, 5-24
project estimating, 10-5
project failure, 12-18
project management, 8-8; 9-3, 8; 11-1; 12-18
project management systems, 2-1
Project 2000, 6-1
protocol design, 3-9

quality improvement, 11-4
quality in computer production, 9-2
quality in software development, 4-5
quality review, 4-5
quality software, 7-28
quality survey of computer companies, 9-2
"Quick Response" systems, 8-21

radio frequency/barcoding, 11-25
RAID (redundant arrays of inexpensive disks), 8-14
RAID systems, 8-15
Rapid Application Development (RAD), 12-13
rapid-development teams, 1-8
Rational Rose for OO programming, 5-16
RDBMS audit trail design, 12-20
Redundant Array of Inexpensive Disks (RAID), 6-8
reengineering, 5-23, 6-14
relational database, 6-21
relational technology training, 4-20
relational vs object oriented, 2-13
remote diagnostics, 3-17
repetitive motion injury, 12-9
repetitive strain injury (RSI), 11-2, 12-9
repositories, 5-16
repository conversions, 1-11
repository information model, 6-8
request for information (RFI), 8-13
request for proposal (RFP), 8-13, 12-8
request for recommendation (RFR), 8-13
requirements document development, 12-16
Resource Life Cycle Analysis (RLCA), 12-15
retail-manufacturers integration, 8-21
reusing software, 10-10
reverse-engineering tools, 10-9
RISC extension, 9-18
risk management, 11-12
routers, 7-25
RS/6000 storage options, 1-9
rule-based programming, 9-12

Scheme computer language, 7-14
secure client/server systems, 12-23
security, 4-17, 18
security certification, 10-15
security control matrix for PCs, 6-15
security coordinators, 10-15
security for IDMBS, 1-15
security in distributed systems, 7-19
security in EDI systems, 1-15
security in LANs, 8-11
security in UNIX, 6-15
security measures, 7-18
security of magnetic media, 7-20
security of networks, 7-21
security of wireless LANs, 11-16
security policy, 7-15
self-tuning systems, 1-7
servers, 5-14
service quality audit, 10-11
smart cards, 5-12
smart hubs, 2-19
sneakernet, 7-20
Social Security fraud detection, 11-13
soft information, 12-2
software adapted to foreign language, 3-4
software capability model, 2-15
software contracts, 2-2
software control integrity, 6-16
software customer satisfaction survey, 3-19
software development teams, 1-8
software engineering, 1-20, 5-8, 8-6, 9-11
software engineering education, 11-21
Software Engineering Institute, 8-4
software evaluation, 9-9
software glue, 1-11
software maintenance, 1-11
Software Performance Engineering (SPE), 1-6
software piracy in Europe, 5-24
software pricing, 4-16, 6-2
software productivity, 7-30
software productivity aids, 11-13
software quality, 2-15; 7-28; 8-4, 5; 9-13; 12-22
software quality assurance, 5-7
software quality measurement, 8-7
software requirements template, 12-22
software reuse, 10-10
software risk management, 11-12
software suites, 5-18
software and system review, 4-5
software testing, 7-12, 10-8
software update, 8-18
software usability, 4-13
software vendor service, 10-11
statistical quality control (SQC), 5-8
strategic advanced information technology, 11-4
strategic system development, 2-9
strategic information systems, 7-5
strategic information systems planning, 7-5
strategic planning, 5-2
strategic systems, 2-2
Strategic Systems for Systems Application Architecture, 4-6
structured techniques, 1-10
Syncordia Access Network, 1-13
system administrator, 2-7
system control aids, 7-11
system development, 4-7, 10-10
systems development strategy, 11-9
system development structure, 3-11
System Engineering Framework, 4-7
system integrators, 7-8
systems management tools, 5-20

technical support for client/servers, 9-6
technology teams, 1-3
technology transfer, 5-6
telecom privacy, 3-3
telecommunications, 3-9, 4-11, 6-17
telephone security, 3-4
telephone systems, 7-26
testing, 5-24
testing by users, 2-5
testing programs, 2-6
top management IT policy, 2-11
Total Quality Management (TQM), 8-5, 9-13
training, 4-18, 5-6, 10-18, 11-21
training choices, 8-9
training for client/server systems, 3-14
training for relational technology, 4-20
training games, 2-17

training philosophy, 4-19
training vendors, 4-20
transaction processing, 11-18
troubleshooting LANs, 8-12

UNIX security problems, 6-15
U.S. Department of Justice, 8-19
usability engineering, 6-12
usability testing, 4-13
user groups, 2-9
user interface, 1-19
user/IS understanding, 3-19
user teams, 8-3
users as customers of IS, 8-4
UNIX/GUI builders, 9-16
UNIX training, 10-18
usability lab, 10-10
user error control, 5-11
user support tools, 5-21
users as testers, 2-5

value added reseller (VAR), 3-8
vendor agreements, 3-6
Verity's TOPIC, 4-15
video conferencing, 12-26
ViewStar, 2-20
virtual reality, 6-24
Virtual Storage Access Method (VSAM), 1-22
virus detection system, 10-16
virus prevention on networks, 7-21
viruses, 2-17, 6-17
visual communication, 7-29

WANs, 1-12
white box testing, 5-24
Windows books, 5-24
Windows Open Services Architecture (WOSA), 9-18
wireless LAN security, 11-14
wireless LANs, 4-10
workgroup computing, 10-6
workgroup products, 5-18
worldwide systems, 3-7

X.400 standard, 4-11
X-Team, 3-11
X terminal memory, 8-16
X terminals, 3-21, 9-7
X Window System, 1-21

year 2000 programming changes, 6-1

zero-defects software, 8-6

REFERENCES

The staff of Data Processing Digest regularly monitors an average of 150 computer, trade, educational, scientific, and business management periodicals for appropriate articles to digest each month. The list of periodicals varies widely from year to year, and even from month to month, as new periodicals appear, and others cease publication or change their editorial direction. Every June issue and the year-end annual supplement include all the publishers' addresses for your convenience. During other months of the year, only the periodicals referenced in that issue are given. All addresses which do not include a country are in the U.S.

Please request copies of originals from the publisher of the periodical. Do not write to Data Processing Digest, as we do not copy or reprint, and your request will be delayed. Books should be ordered from their publishers or from a local technical book store.

American Programmer, 161 W. 86th St., New York, NY 10024-3411

Australian Computer Journal, PO Box 319, Darlinghurst, NSW 2010, Australia

Banking Software Review, International Computer Programs, Inc., 823 E. Westfield Blvd., Indianapolis, IN 46220-1715

Canadian DataSystems, Maclean-Hunter Ltd., 777 Bay St., Toronto M5W 1A7, Ontario, Canada

Capacity Management Review, Applied Computer Research, PO Box 9280, Phoneix, AZ 85068-9280

CASE Outlook, 1130 SW Kerr Pkwy #315, Lake Oswego, OR 97035

Chief Information Officer Journal, Faulkner & Gray, Inc., 106 Fulton St., New York, NY 10038

CIO: The Magazine for Information Executives, PO Box 9208, Framingham, MA 01701-9208

Communications News, 2504 N. Tamiami Trail, Nokomis, FL 34275

Communications of the ACM, 11 W. 42nd St., New York, NY 10036

Computer IEEE, 10662 Los Vaqueros Ci., Los Alamitos, CA 90720

Computer Audit News and Developments, PO Box 81-151, Wellesley Hills, MA 02181-0001

Computer Audit Update, Elsevier Advanced Technology Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*

Computer Communications, Butterworth-Heinemann Ltd., Linacre House, Jordan Hill, Oxford, OX2 8DP, England

Computer Fraud & Security Bulletin, Elsevier Advanced Technology Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*

Computer Graphics Forum, Elsevier Science Publishers B.V., PO Box 211, 1000 AE Amsterdam, The Netherlands

Computer Language, Miller Freeman Publications, 600 Harrison St., San Francisco, CA 94107

Computer Law Journal, PO Box 3280, Manhattan Beach, CA 90266

Computer Security, Auditing, and Controls, Managment Advisory Publications, PO Box 81151, Wellesley Hills, MA 02181-0001

Computer Security Journal & Newsletter, 600 Harrison St., San Francisco, CA 94107

Computers & Security, Elsevier Advanced Technology, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*

Computers In Industry, Elsevier Science Publishers B.V., PO Box 1991, 1000 BZ Amsterdam, The Netherlands

Computerworld, PO Box 9171, Framingham, MA 01701-9171

Contingency Planning & Recovery Journal, PO Box 81151, Wellesley Hills, MA 02181-0001

Customer Care, 235 Martling Ave., Tarrytown, NY 10591

Data Base Newsletter, 31 State St., Suite 800, Boston, MA 02109

Data Based Advisor, 4010 Morena Blvd., Suite 200, San Diego, CA 92117
Data Entry Awareness Report, Management Information Corp., PO Box 5062, Cherrry Hill, NJ 08034-5062
Data Training, Weingarten Publications, 38 Chauncy St., Boston, MA 02111-2369
Database & Network Journal, A.P. Publications Ltd., 351 City Rd., London EC1V 1LR, England
Datacenter Manager, International Computer Programs, Inc., 823 E. Westfield Blvd., Indianapolis, IN 46220-1715
Datamation, 275 Washingtopn St., Newton, MA 02158-1630
DBMS, M & T Publishing, Inc., 501 Galveston Dr., Redwood City, CA 94063
EDI In Finance, Elsevier Advanced Technology Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*
The EDP Auditor Journal, EDP Auditors Foundation, PO Box 88180 Carol Stream, IL 60188-0180
EDPACS, Auerbach Publishers, One Penn Plaza, New York, NY 10019
Financial & Accounting Systems, Auerbach Publishers, One Penn Plaza, New York, NY 10019
Financial Technology Insight, Elsevier Advanced Technology Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*
The Furrow, John Deere & Co., Moline, IL 61265-8098
Harvard Business Review, Harvard Business School, Boston, MA 02163
I & CS, Chilton Co., Chilton Way, Radnor, PA 19089
IBM Journal of Research and Development, IBM Corporation, Armonk, NY 10504
IBM Systems Journal, IBM Corporation, Armonk, NY 10504
IEEE Computer Graphics & Applications, 10662 Los Vaqueros Ci., Los Alamitos, CA 90720-1264
IEEE Design & Test of Computers, 10662 Los Vaqueros Ci., Los Alamitos, CA 90720
IEEE Micro, 10662 Los Vaqueros Ci., Los Alamitos, CA 90720-1264
IEEE Software, 10662 Los Vaqueros Ci., Los Alamitos, CA 90720-1264
Industrial Engineering, 25 Technology Park/Atlanta, Norcross, GA 30092
Information & Management, Elsevier Science Publishers, PO Box 1991, 1000 BZ, Amsterdam, The Netherlands
Information Management Report, Elsevier Advanced Technology, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*
Information Retrieval & Library Automation, Lomond Publications, Inc., PO Box 88, Mt. Airy, MD 21771
Information Services & Use, Elsevier Advanced Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*
Information Strategy: The Executive's Journal, Auerbach Publishers, One Penn Plaza, New York, NY 10019
Information Systems Management, Auerbach Publishers, One Penn Plaza, New York, NY 10019
InTech, PO Box 12277, Research Triangle Park, NC 27709
International Computer Law Adviser, Prentice Hall Law & Business, 270 Sylvan Ave., Englewood Cliffs, NJ 07632
International Spectrum, IDMB Inc., 10675 Treena St., Suite 103, San Diego, CA 92131
I/S Analyzer, United Communications Group, 11300 Rockville Pike, Suite 1100, Rockville, MD 20852-3030
Journal of Management Information Systems, M.E. Sharpe Inc., 80 Business Park Dr., Armonk, NY 10504
Journal of Quality Assurance Institute, 7575 Dr. Phillips Blvd., Suite 350, Orlando, FL 32819
Journal of Systems Management, 1433 W. Bagley Road, Berea, OH 44017
LAN Technology, M & T Publishing, 501 Galveston Dr., Redwood City, CA 94063
Management Accounting, 10 Paragon Dr., Montvale, NJ 07645-1760
Manufacturing Systems, Hitchcock Publishing Co., 191 S. Gary Ave., Carol Stream, IL 60188-2292
Modern Materials Handling, Cahners Publishing Co., 275 Washington St., Newton, MA 02158-1630
Modern Office Technology, Penton Publishing Inc., 1100 Superior Ave., Cleveland, OH 44114
Network Monitor, Elsevier Advanced Technology Publications, Mayfield House, 256 Banbury Rd., Oxford OX2 7DH, England*
Privacy Journal, PO Box 28577, Providence, RI 02908
Research Horizons, Georgia Institute of Technology, Research Communications Office, 223 Centennial Research Bldg., Atlanta, GA 30332
Scientific American, 415 Madison Ave., New York, NY 10017
Sloan Management Review, Sloan School of Management, M.I.T., 1 Amherst St., E40-292, Cambridge, MA 02139
Software Maintenance—Research & Practice, John Wiley & Sons Ltd., Baffins Land, Chichester, Sussex PO19 1UD, England
Software Management News, 141 St. Marks Pl., Suite 5F, Staten Island, NY 10301
Software—Practice & Experience, John Wiley & Sons Ltd., Baffins Lane, Chichester, Sussex PO19 1UD, England
The Software Practitioner, Computing Trends, PO Box 213, State College, PA 16804
Software Protection, Law & Technology Press, PO Box 3280, Manhattan Beach, CA 90266-3280
Software Quality World, ProQual, Inc., PO Box 337, Medfield, MA 02050-0003
Strategic Systems, Applied Computer Research, PO Box 82266, Phoenix, AZ 85071-2266
System Builder, ICP, Inc., 9100 Keystone Crossing, Ste. 200, Indianapolis, IN 46240
System Development, Applied Computer Research, PO Box 82266, Phoenix, AZ 85071-2266
Systems 3X/400, 950 Lee St., Des Plaines, IL 60016
UNIX Review, Miller Freeman Publications, 600 Harrison St., San Francisco, CA 94107

*Alternative address: 655 Avenue of the Americas, New York, NY 10010

DATA PROCESSING DIGEST is a monthly information service for computer professionals and corporate management, consisting of digests of appropriate articles selected from a continuously monitored range of computer, business, industrial, and professional publications. Staff reviewers: R.H. Lipsett, J. Van Speybroeck. Editor-Publisher: Margaret Milligan.

DATA PROCESSING DIGEST is published by Data Processing Digest, Inc., P.O. Box 1249, Los Angeles,, CA 90078, USA. Tel: (213) 851-3156. Associate Publisher-Business Manager: Gisela Ilse Wermke.

SUBSCRIPTION RATES: U.S., Canada, Mexico: 1 yr. $175. All other countries: 1 yr. $190. Single copies, current issue: $14.75 each. All payments in U.S. dollars. Inquire about rates for multiple subscriptions.

MISSING ISSUES: If your monthly issue does not arrive at its regular time and you notify us within one month of normal receiving date, we will replace it at once free of charge. Continual missing issues are rarely caused by poor postal delivery, and may have been misdirected or lost at the recipient's location. Replacements and back copies may be ordered at $10.00 each. Some full volumes of back issues are available. Write for prices.

REPRINTS: DPD does not furnish reprints of original articles. Write to the original publishers listed in DPD's References. PHOTOCOPYING IS PROHIBITED, but DPD permits copying of a single digest for internal use only. MICROFILM single copies or subscriptions: Order from University Microfilm International, 300 N. Zeeb Rd., Ann Arbor, MI 48106, USA.